

# THE MUNI MEMO

OF THE PEOPLE, BY THE PEOPLE AND FOR THE PEOPLE OF THE MUNICIPAL RAILWAY OF SAN FRANCISCO

## MARKET STREET ART IN TRANSIT

If you haven't heard of the Market Street Art-in-Transit Program, spring is the perfect time to wander down Market Street on public transit and take a look.

The Market Street Art in Transit Program, part of the SF Art Commission's public art program, features various art forms, including performance art, film, paintings and poetry along the three-mile transit corridor from The Embarcadero to Castro Street. The purpose of the program is to explore the relationship of art to street life and to encourage people to explore Market Street's diverse neighborhoods.

Coming up in May, June and July are the following:

**Contraband in Crossroads**, a team of dancers, artists and musicians, creates live theater within the street life of Market Street's tourists, corporate workers, and shoppers. **Times and Places:** May 12 at 12:30 p.m., Market at One Bush Street and May 26 at 12:30 p.m.,

Continued on pg. 12

## CELEBRATION OF THE PALMS

On Friday, April 30th – National Arbor Day – Muni celebrated the planting of the first palm trees on Market Street during a special ceremony as part of the construction for Muni's F-Market Historic Streetcar Line.

City dignitaries as well as representatives from the local neighborhoods lined up to throw shovels of dirt around one designated tree in a symbolic "christening" of the palms.

The trees – Canary Island palms like those in the

median strip of Dolores Street – were chosen to continue the special identity they already impart to the Castro, Noe Valley, Church Street and Mission neighborhood commercial districts. These rugged trees are also drought-resistant and able to survive the persistent westerly winds in the area. Thirty-seven trees, each 20 feet tall and each weighing three-and-a-half tons, are being planted on the new median strips on Market between Castro and

Continued on pg. 11



Market Street on National Arbor Day, April 30th

Photo: Carmen Magaña



# Management Message

## A Salute to Behind-the-Scenes Workers

The Municipal Railway is an organization of approximately 3200 employees. Although the public primarily identifies Muni with the 2000 operators and station agents who drive our vehicles and/or greet passengers each day, 1200 employees work primarily unnoticed behind the scenes to keep Muni rolling. It is those employees I would like to salute and recognize in this issue of the *Muni Memo*.

Over 1000 maintenance personnel work in shifts to make sure that our diesel buses, trolley buses, cable cars, streetcars, and non-revenue vehicles and the infrastructure that support them are in proper working order. During preventive maintenance, or when there are breakdowns on the street, skilled hands are there to set things right.

Another 200 employees work quietly in the Transportation and Engineering and Administration Divisions to produce schedules, create specifications for new vehicles, provide engineering assistance for facility and vehicle improvements, develop long-range service plans, train operators, maintain safety systems, oversee accessible services and graffiti prevention, and disseminate information to the public.

To all of you who hold these positions, remember that without you, the "invisible" employees who do Muni's essential behind-the-scenes tasks, the Railway would come to a grinding halt. You deserve a resounding round of applause. Keep up the good work.

Phil Chin  
Deputy General Manager of Engineering and Administration

## Editor's Box

Special appreciation goes to the PUC Reproduction staff of Patt Lyle, David Paw, Nelson Ramos and Gina Matawaran for their efforts in handling Muni's printing jobs. In particular, the colossal job of printing the On-Time Program Cards placed the department behind in other projects, but they continue to persevere in spite of a reduced staff, broken printers, and delayed training on specialty printers. Thanks for everything!

Anne Milner  
Editor

## JOB FILE

Please call the Civil Service Hotline at 557-4888 or the PUC Hotline at 554-1669 for up-to-date job announcements.

## EMPLOYEE NOTICE

### EAP

The Employee Assistance Program (EAP) located at 1360 Mission Street, Suite 400 has just announced its April to June sessions. EAP's goal is to provide confidential assistance to City employees whose personal and work-related problems may affect job performance. These can include alcohol and drug misuse, marital and family problems, stress, legal problems, financial problems, employee conflicts, job transitions, grief, loss, death, accidents, assaults and eating disorders. For information on individual counseling or

Continued next page



support groups, call 554-9580.

## WOMEN WHO MAKE A DIFFERENCE

The Commission on the Status of Women, in conjunction with the Mayor's Office, is seeking nominations for its new "Women Who Make A Difference" awards. The new awards program will honor distinguished women employees in all Civil Service classifications who are innovators, have contributed to the advancement of women and/or go the extra mile in accommodating the public's needs. Five women will be selected. Nominations must be submitted by June 1 for an August 26 noon ceremony on Women's Equality Day at the City Hall Rotunda. For information, call Sharon Johnson at 252-2570.

## CONGRATS!

The Divisional Operators of the Month for March and April were:

### March

Cable Car:	Michael Max
Flynn:	Federico Arrospide
Green:	James Collins
Kirkland:	Thomas Varsanyi
Potrero:	Patricia Collins
Presidio:	Salvador Perez
Woods:	Eddie Baker

### April

Cable Car:	Huber Alexis
Flynn:	Rita Riles
Green:	Dale Glos
Kirkland:	Gilbert Wong
Potrero:	James Frame
Presidio:	Bobb Retutas
Woods:	Henry Warsaw

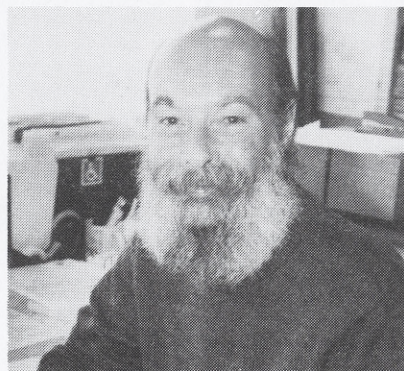
# Unsung Hero



## Paul Fichera

Accessible Services  
Coordinator

**BACKGROUND:** Paul was born in San Francisco and attended Marina Middle



Paul Fichera

School and John O'Connell High School. After high school, he joined the U.S. Army and served for three years in Korea and New York as an E-4. After being discharged from the Army, he went to work at the Hunters Point Naval Shipyard as an electrician, a position he held for 10 years. During that time, he obtained his A.A. degree from Skyline College and went on to study English at San Francisco State. He then went on to work at Mare Island for a couple of years before being hired as an actuarial clerk for the City's Retirement System. He came to work for Muni's Elderly and Handicapped Program (now Accessible Services) as Accessibility

Coordinator in 1984 and has been here ever since.

**FAMILY:** Paul is divorced. The father of two sons, he experienced a tragedy two years ago when his eldest son, Richard, at age 30, was killed in an automobile accident. His younger son, Jon, 30, is a clock repairer in the town of Sonora.

**WHY MY JOB IS IMPORTANT:** It gives me the opportunity to interact with and help the disabled community.

**WHY I LIKE WHAT I DO:** My job is incredibly diverse. Not only do I do a variety of different tasks, I meet a wide range of people. The Accessible Services staff is the best group of people anyone could hope to work with.

**SOMETHING NOT MANY PEOPLE KNOW ABOUT ME:** I like to cook.

**HOBBIES AND INTERESTS:** I play the classical guitar and keep tropical fish in a freshwater aquarium.

**WORDS OF WISDOM:** "Do the best with what you've got and be brave, strong and tolerant."

Photo: Gretchen Hildner



# Awards



## March Systemwide Operator of the Month



Photo: Carmen Magaña

March Systemwide Operator of the Month  
Errol J. Harris, Jr., of Kirkland Division

Name: Errol J. Harris, Jr.  
Division: Kirkland  
Years with Muni: 29  
Background:  
Birthplace: Houston, Texas  
Education: San Francisco State College  
Marital Status: Married to Ozella  
Children: Three  
Hobbies and Interests: Golfing, bowling, racquetball

## March Systemwide Operator of the Month Runner-up

Name: Willie Washington, Sr.  
Division: Kirkland  
Years with Muni: 14  
Background:  
Birthplace: Marlin, Texas.  
Education: Galileo High School, SF; Two-and-a-half years of college in public relations  
Previous Employment: Retired from U.S. Air Force  
Children: Jacqueline, 39; Ervin Richard, 37; Patricia, 35; Willie, Jr. 32; Jonathan Lewis, 27 and Tashia O., 17  
Words of Wisdom: "I live a Christian life and take life day by day."



Photo: Carmen Magaña

March Systemwide Operator of the Month Runner-up  
Willie Washington, Sr. of Kirkland Division



# Awards

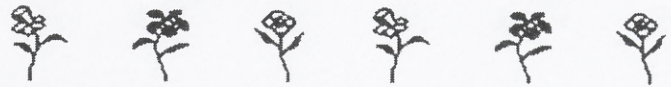
## Outstanding Administration and Engineering Employee of the Winter Quarter



Outstanding Administration and Engineering Employee of the Winter Quarter Sally Rockwell

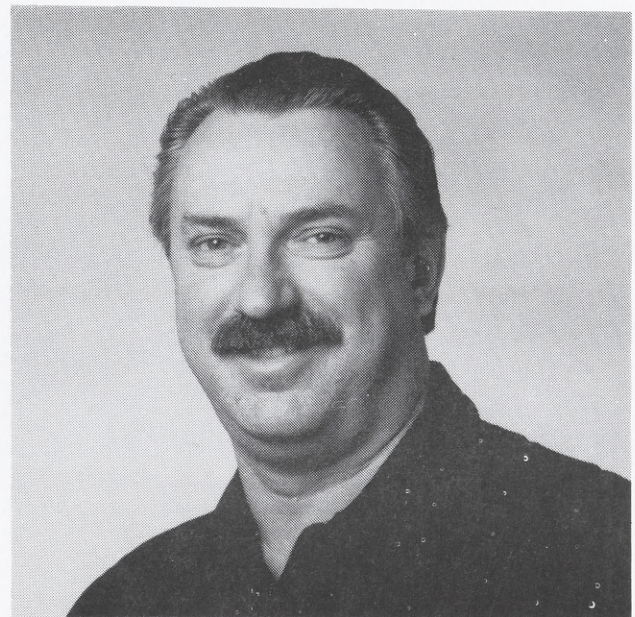
**Name:** Sally Rockwell  
**Position:** Special Project Coordinator  
**Division:** Graffiti Prevention Program  
**Years with Muni:** Three  
**Background:**  
**Birthplace:** Chicago, Illinois  
**Education:** Ohio State University, B.A. in Elementary Education, 1975; La Salle Extension University, B.A. in Interior Design with Commercial Applications, 1976  
**Previous Employment:** Hard Rock Cafe, Mark Reuben Galleries, Neiman Marcus  
**Marital Status:** Single  
**Hobbies/Interests:** Rug-hooking, dancing, reading  
**Words of Wisdom:** "Don't let the best you have done so far be the standard for the rest of your life."

Photo: Kurt Wong



## March Maintenance Worker of the Month

**Name:** LeRay E. Mecham  
**Position:** 7379 Electrical Transit Mechanic  
**Division:** Green Light Rail Running Repair  
**Years with Muni:** 14  
**Background:**  
**Birthplace:** Perth, West Australia  
**Previous Employment:** Balboa High School  
**Marital Status:** Married to Debbie  
**Previous Employment:** Steinhart Aquarium, Exhibit Preparer, four-and-a-half years.  
**Children:** Twin girls 11 years old, Kristen and Shannon  
**Hobbies/Interests:** Hotrodding and shooting

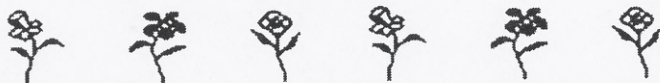


March Maintenance Worker of the Month  
 LeRay E. Mecham of Green Light Rail Running Repair

Photo: Gretchen Hildner



# Awards



## Outstanding Transportation Employee of the Winter Quarter



Photo: Carmen Magaña

Outstanding Transportation Employee of the Winter Quarter Louis N. Johnson

Name: Louis N. Johnson  
 Division: Transportation  
 Position: Deputy General Superintendent, Division Operations  
 Years with Muni: 26  
 Background:  
     Birthplace: Waco, Texas  
     Education: Skyline College  
 Marital Status: Married to Kerry  
 Children: Louis, 21, Jason, 13, Lisa, 9, Jared, 7  
 Words of Wisdom: "Consider each setback as an opportunity to learn and grow."

## April Maintenance Worker of the Month

Name: Too Mang Chin  
 Division: Presidio Running Repair  
 Position: 7409 Electrical Transit Service Worker  
 Years with Muni: Eight  
 Background:  
     Birthplace: Rangoon, Burma  
     Education: High school in Burma  
     Previous Employment: Auto mechanic and carpenter in Burma  
 Marital Status: Married to Ngan Sio Chin  
 Children: Peter, 28 (in the Air Force); Johnny, 27(a supervisor at UPS); Helen, 25 (works at Kaiser Hospital); Benny, 23 (manager for auto body shop)  
 Hobbies/Interests: Repairing automobiles

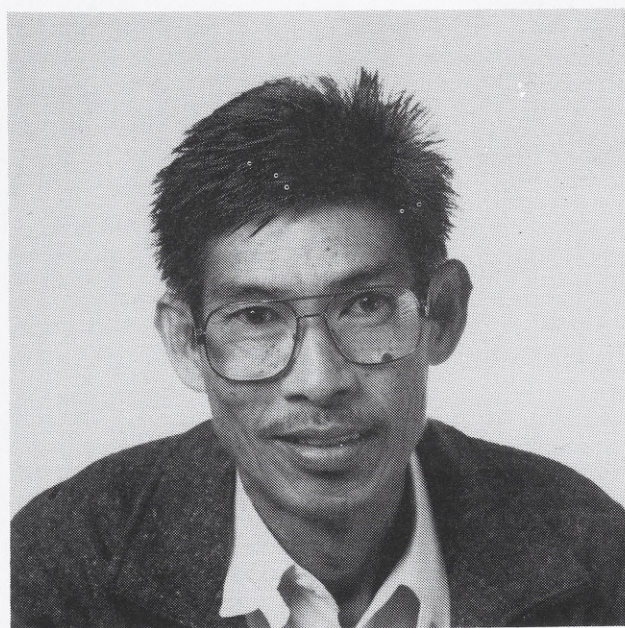


Photo: Carmen Magaña

April Maintenance Worker of the Month  
 Too Mang Chin of Presidio Running Repair



# Awards



## April Systemwide Operator of the Month



Photo: Gretchen Hildner

April Systemwide Operator of the Month  
Randall E. Wiley of Potrero Division

Name: Randall E. Wiley  
 Division: Potrero  
 Years with Muni: 20  
 Background:  
     Birthplace: Oakland, California  
     Education: Galileo High School, One  
                     year of College  
 Marital Status: Married to Caroline  
 Children: Son, Atiim, 17 and  
             daughter, Tiombe, 13  
 Hobbies/Interests: Listening to music,  
                             working on cars  
 Words of Wisdom: "A little bit of respect  
                             goes a long way."

## April Systemwide Operator of the Month Runner-up

Name: Anthony E. Rosales  
 Division: Potrero  
 Years with Muni: 15  
 Background:  
     Birthplace: San Francisco  
     Education: Riordan High School;  
                     City College of SF, two  
                     years; University of  
                     San Francisco, two  
                     years  
 Marital Status: Single  
 Hobbies/Interests: Hiking, sailing, read-  
                             ing  
 Words of Wisdom: "Patience and toler-  
                             ance will make the job  
                             a lot easier."

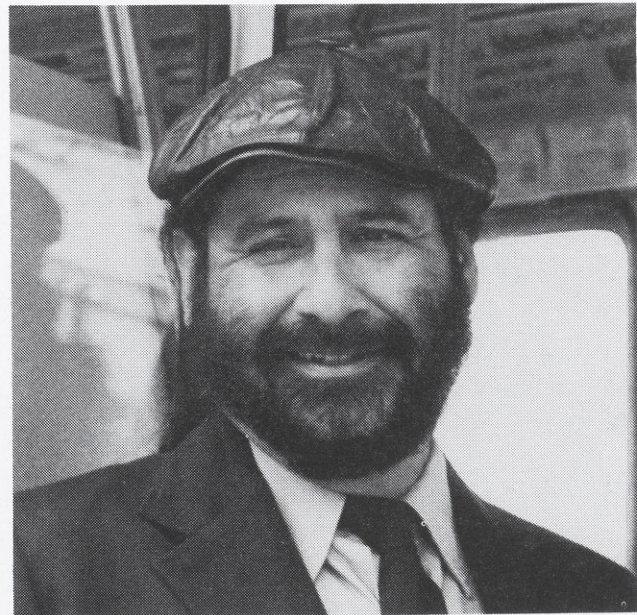
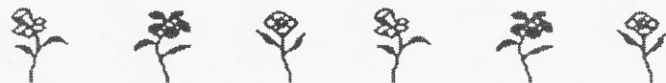


Photo: Gretchen Hildner

April Systemwide Operator of the Month Runner-up  
Anthony E. Rosales of Potrero Division



# Awards



## Outstanding Maintenance Supervisor of the Quarter

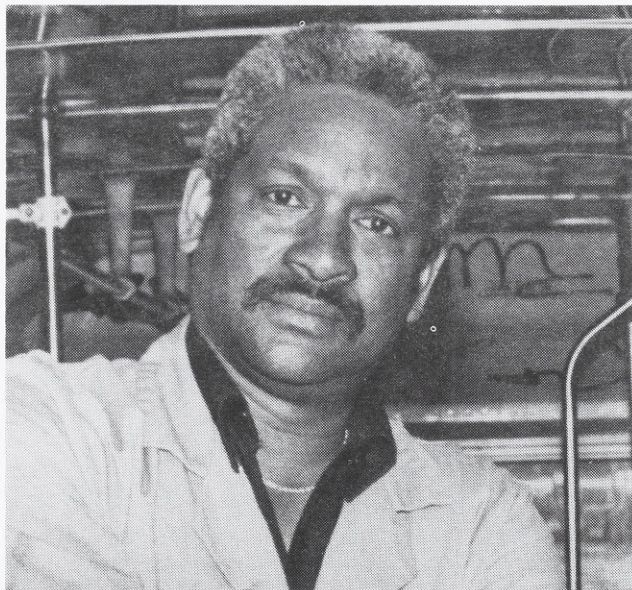


Photo: Carmen Magaña

Outstanding Maintenance Supervisor of the Quarter  
Ralph Sparks of Presidio Division

Name: Ralph Sparks  
Division: Presidio  
Years with Muni: 21  
Position: 9104 Transit Car Cleaner Maintenance Supervisor

Background:  
Birthplace: Houston, Texas  
Education: Galileo High School, City College of SF

Marital Status: Married to Thelma  
Children: Tracey, 32 and Kevin, 28

Hobbies and Interests: Cooking, playing the guitar, working on cars

Words of Wisdom: "Finish the job that you start."

## Accessibility Employee of the Spring Quarter

Please note that this is a new award. See story on p. 12.

Name: Cal Davis  
Division: Kirkland  
Position: 9163 Transit Operator  
Years with Muni: 19  
Background:  
Birthplace: Hawkins, Texas  
Education: City College of SF, SF State University, (majored in art history and political science)

Previous Employment: Worked in the antique industry

Marital Status: Married to Sarah  
Children: Paul, 22, and Calvin Jr., 13. Paul attends Humboldt State University and is aiming for the 1996 U.S. Olympic Track Team

Hobbies/Interests: Computers, family, producing videos, plate collecting

Words of Wisdom: "Definitive human development is the greatest development of all, for it encompasses a whole realm of satisfaction and resolve. Aim high; don't resign yourself to mediocrity."



Photo: Gretchen Hildner

Accessibility Employee of the Spring Quarter  
Cal Davis of Kirkland Division



# News

## A Tribute to Ron Arvin

On March 14, Muni Operator Ron Arvin passed away from AIDS. A funeral service for him, attended by many of his Muni colleagues, was held on March 18 at Comisky-Roche at 16th and Dolores, followed by a release of white balloons at Mission Dolores. During the seven years Ron drove for Muni before he became ill in 1990, he was Systemwide Operator of the Month, Potrero Operator of the Month, and second and third place winner in the Muni Rodeo. When he became ill, he was the first Muni recipient of the Gift of Time Program. The following letter sent to Tom Lamb, Ron's partner for 27 years, does an excellent job of stating why Ron made such a lasting impression on his passengers.

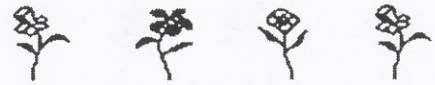
"Mr. Lamb: This past Christmas Eve I went looking for an experience that I had the pleasure of having two or three Christmases ago. I had stepped on a Van Ness bus heading towards Russian Hill where I had an apartment at that time. I was not going to be spending the evening with anyone else and I was off early in the afternoon from my work.

There weren't many people on board, if I remember right, but as I looked up to flash my pass, there was Santa Claus and his rein-

deer were festooned with carefully hung garlands along the bell line. There were even ornament balls hanging throughout the length of the bus. It was a pure expression of love. I completely came out of myself and had one of my most cherished "San Francisco experiences" that I hold dear to my heart as the core of my life living in this sometimes mythic city.

Ronald's joy affected me so that everyone on board was transformed and outside the bus, people in cars rolled down windows to gawk and wish him a Merry Christmas! I really did not want the ride to end for me. I am sorry it has for Ronald.

I, too, was born in Indiana and am fighting the battles of being infected with the AIDS virus. Our world seems to be a process of take-aways and letting go

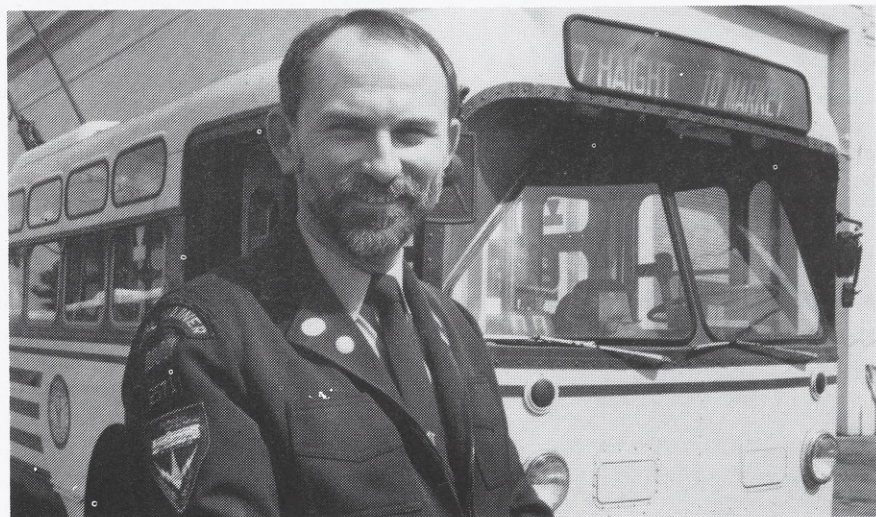


and yet I strive to contribute a little bit of me to those who may take me in their hearts so that my dreams may live on.

I know that is what Ronald has done with me – he is a little part of me, in what I know is possible. It takes one's deeds to make them forget how little is offered to us unconditionally. So I wanted you to know that I tell my friends of my "sleigh ride" that Christmas Eve and it will always be, for me, part of my memories when I get ready for my Christmases.

I did not find my Santa this last December 24th, but Tom – I still believe. My sincere condolences to you and yours.

David Price Weldy

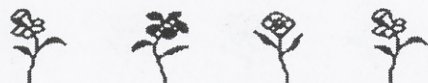


Ron Arvin

Photo: Carmen Magaña



# News



## A Thank You from CAM

The officers and members of the Chinese Americans at Muni (CAM) would like to thank the Muni employees who participated in the Chinese New Year's Parade on Saturday, February 6.

A special thanks goes to General Manager Johnny Stein, Historic Trolley Festival Coordinator Kenny Rodriguez, PUC Photographer Kurt Wong and the many people who volunteered their time to prepare the White Bus from the Market Street Railway. Without their tireless efforts, CAM's participation in the parade would not have been possible. A heli-



Photo SF Public Utilities Commission

Trainer Lelandy Dong on the White Bus just before the start of the Chinese New Year's parade in which Muni participated.

um dragon, on loan from New York Life to Muni for the parade, followed behind the White Bus.

CAM hopes that the annual Chinese New Year's

Parade will be an event in which greater numbers of Muni employees and their children will participate and enjoy themselves as much as this year's participants did.

## Employee Recognition Expands

Another award has been added to Muni's Employee Recognition Program – the Accessibility Employee of the Quarter, aimed at recognizing employees who go out of their way to help the elderly or disabled.

The firm of Financial & Insurance Services, Inc. has joined the Muni Employee Recognition Program as a presenter for this award and others. The firm will be making presentations at the Divisional Operator of the Month, the Lift Operator of the Month and the Accessibility Employee of the Quarter ceremonies.

Chief Executive Officer Mr. David James, or his representative, will attend each

of these ceremonies. The names of the honorees will be placed on perpetual plaques and each honoree will receive an attractive lapel pin.

Welcome and thanks to Mr. James and Financial & Insurance Services for adding to the success of Muni's awards program.



## Riders Speak

Dear Mr. Stein,

We were amongst the throngs packed into Muni buses on Opening Day for the Giants at Candlestick. The transportation could have been a complete nightmare, but thanks to drivers such as Will Gardner, the ride was terrific! I don't think there are enough positive adjectives in the English language to describe Mr. Gardner. Yes, he was courteous, helpful, funny friendly, and incredibly competent. He even went so far as to help a passenger make a transfer by escorting her to the next bus. Now, that is service! How many bus drivers receive a round of applause from the passengers?

I simply wanted to make sure you were aware of this conscientious employee; he would be an asset for any service organization. How about Will Gardner for Muni Man of the Year!!! Thanks for the ride, Will!

Sincerely,  
Janet Broude

Dear Mr. Stein,

This is written to express my admiration and appreciation for the Muni and for the people who work for it.

I commute from Contra Costa County daily to a job in the city. While at work, I often have meetings or

workshops to attend at various locations around San Francisco, and I use public transportation to reach them.

The Muni phone number is prominent on my rolodex, as I call to find out how to get where I'm going and schedules of service. The phone is answered promptly; I seldom have to hold for more than one minute. The customer service people are always polite, knowledgeable, and friendly.

I take the bus fairly often, and I've never had a rude or unhelpful driver. The drivers are professional, and they seem able to remember the stops of everybody who asks to be told when they reach their destination.

We often hear complaints and criticisms of the system, and there are probably times when these are justified. But I'm sure I'm not alone in having good experiences using the Muni.

My thanks go to you and to all those who make using the Muni a pleasure. It's a public transportation that really works.

Yours very truly,  
Mari Kay Breazeale

## News



### Palms

Cont. from pg. 1

Duboce. Later, an additional 14 palms will be planted between Duboce and Valencia. Decorative shrubbery called Dwarf New Zealand Flax will be planted in between the trees.

Included in the festivities at the Celebration of the Palms, which was made possible by F-Market contractor Stacy & Witbeck, were music played by the Mission High School Band, a special prize drawing held for the public with prizes donated by a host of area merchants and organizations, and refreshments served to those in attendance with juice donated by Odwalla.

Comments from Duboce Triangle neighborhood residents on the palms have been positive. According to real estate broker Anthony Mariano, "The Canary Island palms are an excellent choice for street trees in the Upper Market. They offer a California feel and a San Francisco style that will soften the harshness of this busy commercial thoroughfare and give it more of a 'pedestrian-friendly' feel." And five-year-old Zachary Matheson had this to say: "I think it's a good idea 'cause when it's sunny out, the trees will give people [waiting for streetcars] shade."



## 1993 Roadeo Slated for July

The 18th Annual Muni Bus Roadeo will be held on Saturday, July 10 at Candlestick Park starting at 8:00 a.m., with registration taking place at 6:30 a.m. All drivers who would like to participate should get their applications as soon as possible from their Division Instructors. Applications from mechanics who want to compete are available from Rich Dale or Phil Fantin.

Deadline for return of applications is June 18th.

Good luck to all of you!

## Quote of the Month

Excerpted from the *Marina Times* from "My View" by Maggie McCall: "Last week...I had occasion to call Muni and had the pleasure of dealing with Ms. Fannie Lee Lowe. Not only does this woman know her job, she is courteous, speaks clearly and slowly and is quite the most helpful individual I've had the pleasure of dealing with in a long, long time. Promote the woman, and have her teach classes to everyone in every department. You're a gem, Fannie, and thanks for the help."

## Art

Cont. from pg. 1

Justin Herman Plaza.

**The Space Between**, a series of outdoor screenings, will project film images on the side of three historic buildings as people view from the sidewalk. **Times and Places:** May 20 at 737 Market Street, "Market Spaces, Market Places," films about SF by local film artists. June 24 at Market at One Bush Street, "Displays and Displacements," a projection program in conjunction with Sixth Street Photography Workshop produced by members of the homeless community about their lives and community.

**Artists Exhibit on Gannett Kiosks**, the Gannett kiosks, located at Muni bus stops between The Embarcadero and Van Ness Avenue function as a mini-museum on the street for pedestrians as they exhibit a series of changing artists' displays. **Times:** April-May: Maria Porges, On Time; Andrea Brewster, Pioneering Women; June-July: Rene Castro/Francisco Alarcon collaborate on a new body of work in response to Market Street.

**Window Installation**, May 5 to June 25, the corner display windows on the San Francisco MART at 9th and Market will feature the works of an artist (as yet to be selected) who will design an installation based on an event in San Francisco history.

**Poetry Plaques on Muni Boarding Islands.** Granite poetry plaques will

be inset into eight new boarding islands currently being constructed on upper Market Street between Duboce Avenue and Castro Streets. The plaques will be inscribed with excerpts of poems by nine Bay Area writers who represent the richness of our Bay Area literary history. Poets selected are Robert Grenier, June Jordan, Edith Jenkins, Kenneth Rexroth, Allen Ginsberg, Gary Soto, Marilyn Chin, Diane di Prima and Nellie Wong.

The Market Street Art in Transit Program is the first street art program to collaborate with Muni, featuring projects both in the subway tunnel and above-ground.

## Credits

The *Muni Memo* is published by the Community Affairs Department of Muni. Contributions and comments may be addressed to the Muni Memo, Room 238, 949 Presidio Avenue, San Francisco, CA 94115, telephone 923-6162.

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